

# Steven Joseph

## Software Engineering Manager

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### SUMMARY

In a nutshell: I shifted to be an Engineering Manager after a 20-year career as a Software Engineer in order to be even more productive. I employ philosophies and techniques which have proven to be far more successful than the norm.

When you combine my long career as a code jockey across many technical domains, ten years of remote-work experience, my time as a teacher and university professor, *plus* a background studying clinical psychology, you end up with a unique and highly qualified candidate that you don't want to pass on. Don't just take my word for it; check out both my LinkedIn and personal website for some well-earned, glowing testimonies from my past bosses, peers, and direct reports. I bring a highly sought-after mix of serious technical know-how, leadership flair, and a talent for creating and fostering exceedingly content and productive engineering teams. Using a people-first, servant-leader methodology, I have repeatedly turbocharged my engineering teams, cranking up our productivity and job satisfaction while simultaneously reducing burnout.

### MANAGERIAL SKILLS

Technical Hiring, Mentorship, and Career Development  
Technical Leadership  
People and Team Management  
Project Management and Performance Tracking (KPI, OKR)  
Applied Psychology and Professional Relationship Management  
Risk Assessment, Decision-Making, and Delegation  
Applied Psychology and Professional Relationship Management

Efficient Organization and Scheduling  
Technical Assessment and Interviewing  
Compensation Management  
Performance Enhancement Strategies  
Jira Management and Administration  
Kanban and Scrum Agile Methodologies  
Release Management

### PROGRAMMING SKILLS AND TECH STACKS

MERN (MongoDB, Express, React, Node)  
LAMP (Linux, Apache, MySQL, PHP)  
TypeScript / JavaScript  
C#, .NET  
Java  
C, C++  
MySQL, MSSQL, PostgreSQL, Amazon RDS, Amazon Aurora  
MongoDB, Apache Cassandra, Redis, Amazon DynamoDB

Software Architecture and Development  
Code Reviews, Pair Programming  
AWS Cloud Services  
Terraform  
Ansible  
Docker  
GitHub, GitLab

### EDUCATION

#### Bachelor's of Science in Computer Science

DigiPen Institute of Technology  
2002 - 2006

#### Bachelor's of Engineering in Computer Engineering

California Polytechnic State University – San Luis Obispo  
1998 - 2002

### LANGUAGES

English (native)  
Spanish (fluent)

## ENGINEERING MANAGER WORK EXPERIENCE

### Software Development Manager

Stealth Medical Startup

MARCH 2024 - CURRENT



- Technical Details:** One team, four direct reports making internal products for other teams. Tech stack was C# .NET 8.0, Vue, Azure SQL DB, Microsoft Azure.
- Challenges:** Small three-person, underperforming development team responsible for several company-critical internal tools.
- My Approach:**
1. Audited list of projects owned by my team, with Product I created a hierarchical list of priorities, and created a master roadmap.
  2. Assessed technical and leadership skills of my team. I made lesson plans for two of my engineers to help level up their skills and started working with my Tech Lead to improve his leadership skills. I arranged to have one of the Architects become a mentor.
  3. Identified a communication gap between my team and the team that used one of our products. I created a new role and added a developer specifically to be a technical liaison and go-to support developer for that team.
- Business Impact:**
- My team became far more independent, increasing both ownership and autonomy, ultimately requiring far less attention from upper management and served as an example of good culture which spread to other teams. Two of my engineers received special recognition and bonuses for their above-and-beyond work.
  - With more time devoted to pre-production information gathering and research, our velocity increased and our deliverables were of higher quality.
  - As a result of the technical liaison role, the team that used our product became more productive and comfortable with the tool. Their deliverable quality went up and development time went down.
- Reason for Leaving:** Poor cultural fit. Core engineers replaced by an outsourcing team. “Replaced” junior engineers with Copilot.

### Software Engineering Manager

Felixa, Inc. (dba EMCEE)

MARCH 2023 - JANUARY 2024



- Technical Details:** Three teams, eight direct reports, three indirect reports, making a social ecommerce platform. Tech stack was TypeScript, JavaScript, React, Node.JS, AWS Serverless and Lambda, Machine Learning, Postgresql, Kafka, GraphQL, PHP, HTML, Docker.
- Challenges:** The inherited legacy monolithic platform in use was unstable, unscalable, and regularly went offline. The Core team had to deal with that and also design and build a next-generation platform. Lack of devops meant poor AWS support and gaps in our customer data protection.
- My Approach:**
1. Triaged all tickets for the legacy system. I cut ~90% of the tickets, focusing on getting the legacy system stable enough so that it wasn't actively causing work for the Core team.
  2. I took over all Engineering hiring, bringing on four additional Software Engineers, two Data Engineering interns from MIT and CalTech to help out my Data team, and a DevOps Engineer to start the DevOps team.
  3. Lead the technical architecture planning of our next-generation platform, collaboratively deciding on a TypeScript/Node.JS scalable microservice + lambdas backend in AWS and React on the frontend. We utilized Nest.JS, Next.JS, and GraphQL.
  4. Started the “Guilds” collaboration and continuing education program.
- Business Impact:**
- We were the first to combine product and creator content through video PDPs (TikTok Shop followed suit). We built the first creator ecommerce platform to turn the product detail page into a scrollable showroom feed, blending creator-led content and retail listings into a single, shoppable experience.
  - The Core team was able to shift from disorganized firefighting to a focused, well-planned approach to build and transition to the next-generation platform. Productivity rose by 230%.
  - The new platform was stress-tested with 10x the expected maximum hourly traffic and held up perfectly. The platform had zero downtime and integrated monitoring, alerting, and reporting. Page load time and time to first draw was improved by over 70%.
  - The Data team spearheaded some amazing projects, including an AI-assisted natural language product search.
  - I was able to maintain high productivity and employee morale even during extremely stressful company layoffs.
- Reason for Leaving:** EMCEE failed to find product-market fit, ran out of runway, and almost the entire company was laid-off.

# Enterprise Software Engineering Manager

SKYTRAC Systems

AUGUST 2021 - SEPTEMBER 2022



Technical Details:	Head of the entire Enterprise Software organization making aerospace technology, providing real-time communications between aircraft and our clients. Tech stack was Java, JavaScript, TypeScript, C#, MS SQL, Amazon RDS, AWS Cloud, HTML, CSS.
Challenges:	Enterprise Software was being pulled in several different directions and worked with several different tech stacks. It was tasked with maintaining two competing products due to a company acquisition. There was no reliable communication between Enterprise Software and Quality Assurance nor Customer Support causing delays in releases and responses to customer problems.
My Approach:	<ol style="list-style-type: none"><li>1. I identified and addressed all the causes of my team's work stress, which were primarily communication, prioritization, and process.</li><li>2. I led a massive reform in communication and policies by working closely with QA and CS departments..</li><li>3. I acted as the single point of contact for my department, preventing other departments from giving tasks directly to my engineers.</li><li>4. I rewrote our government-compliant engineering process from the ground up to allow for proper, modern software engineering workflows.</li><li>5. I started breaking apart our fragile monolith into independent services that could scale with demand in AWS.</li><li>6. Started an employee education program to level-up junior and mid-level engineers.</li><li>7. Took over all hiring and brought in an additional high-level Senior Engineer to help guide and mentor the team.</li></ol>
Business Impact:	<ul style="list-style-type: none"><li>→ Rebuilt communication and trust between engineering-adjacent teams.</li><li>→ Customer Support ticket time dropped from days to three hours, on average. "Lost ticket" rates dropped from ~40% to zero.</li><li>→ Streamlined development and release approval process by 85%, allowing for same-day releases.</li><li>→ Dramatically reduced employee stress levels from a median of 8.5 (of 10) to 1.7. This improved employee job satisfaction rates and prevented several employees from quitting.</li><li>→ Participation in optional learning exercises/meetings increased. Engineering skills on the whole of the team began to rise at a steady pace.</li></ul>
Reason for Leaving:	SKYTRAC failed to meet revenue goals for the third year in a row. To reduce costs, there was a reduction in force across the company and Enterprise Engineering laid off and the work was outsourced.

## SOFTWARE ENGINEER WORK EXPERIENCE

### Lead Software Engineer

Collage.com, Inc

SEPTEMBER 2019 - JULY 2021

Refactoring legacy code to modern React. Introduced a new 3D preview feature. React, TypeScript, JavaScript, PHP, MySQL.

### Senior Interview Engineer

Karat Inc

AUGUST 2018 - SEPTEMBER 2019

I gave over 200 technical interviews to candidates for Karat's partner companies, such as PayPal, Intuit, and Pintrist. JavaScript, TypeScript, Java, C#, Python, C++, PHP, Ruby

### Engineering Lead

BrainCheck, Inc

MARCH 2018 - JUNE 2018

An iOS based application to measure and compare cognitive ability in real time. Develop formal engineering guidelines and company roadmap. JavaScript, Ember.js, Ruby, and MySQL

## Team Lead and Project Manager

### Analytics Fire, LLC

JULY 2016 - OCTOBER 2017

FDA-approved health service React SPA. SunPower Helix, a solar power calculator and installation layout blueprint generator. Interactive statistics and command module for a robotics startup. Establishment and management of schedules, roadmaps, and milestones. React, Java, JavaScript, Python

## Professor of Programming

### Cuauhtémoc University

MARCH 2016 - DECEMBER 2016

Taught classes of university students the fundamentals of game engine design, code architecture, and object oriented programming. C#

## Senior Software Engineer

### HBO Code Labs, Inc

APRIL 2012 - JULY 2015

Rewrote the metadata ingestion pipeline and invented an internal tool to track users sharing passwords outside of their “families.” JavaScript, Node, Express, Java

## Senior Engineer III

### Nintendo Software Technology

FEBRUARY 2009 - MARCH 2012

Mario vs Donkey Kong 3, a game for the Nintendo 3DS platform. Prototyped and built out a Video On-Demand Framework. Built two Nintendo Wii applications on top of that framework: the BBC iPlayer and the Kirby TV Channel. C++

## Game Programmer

### Liquid Dragon Games

FEBRUARY 2008 - FEBRUARY 2009

Deadliest Catch: Alaskan Storm for PC and Xbox 360. C++

## Game Programmer

### Liquid Dragon Games & 5th Cell Games

JULY 2006 - FEBRUARY 2008

Drawn To Life for the Nintendo DS. C

## PROFESSIONAL RECOGNITION

“They say employees don’t leave a company, they leave their manager. With Steven the opposite is true; I accepted the role for the opportunity to work with him. ... Steven is one of the few I’d follow to a new company if he wanted to work with me again.” – Jessica Pamdeth ([LinkedIn](#))

“I am not exaggerating when I say Steven is the best manager I’ve had in my career. He’s got deep technical expertise and understanding, so he is able to understand and discuss the intricacies of the work we do as software engineers. His strongest skill, however, is the fact that he is great at understanding people. ... He made me feel seen and appreciated as an employee.” – Seth Thomas ([LinkedIn](#))

“I think where he specializes is putting the person first and realizing how the psychological effects of working high intensity jobs needs to be balanced, with joy and happiness and fulfillment in life. To be a top performing engineer is exceptionally difficult and Steven provided an environment where I could succeed.” – Chris Haack ([LinkedIn](#))